

Form PTO-1449						U.S. Department of Commerce Patent and Trademark Office								Atty. Docket No. P20419				Serial No. 09/917,746							
<div style="text-align: center;"></div>																		Applicant Robert BUSHEY et al.							
																		Filing Date July 31, 2001							
U.S. PATENT DOCUMENTS																									
EXAMINER INITIAL		DOCUMENT NUMBER						DATE		NAME				CLASS		SUBCLASS		FILING DATE IF APPROPRIATE							
HA ↓		6	0	6	1	4	3	3	05/09/00	POLCYN et al.															
		6	0	5	8	1	7	9	05/02/00	SHAFFER et al.															
		6	0	1	6	3	3	6	01/18/00	HANSON															
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		5	7	2	9	6	0	0	03/17/98	BLAHA et al.															
FOREIGN PATENT DOCUMENTS																									
		DOCUMENT NUMBER						DATE		COUNTRY				CLASS		SUBCLASS		TRANSLATION YES NO							
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)																									
HA ↓ ☆		1	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", < http://www.ameritech.com/corporate/testtown/library/standard/pbx4.html >, 1998.																						
		2	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.																						
EXAMINER																									
DATE CONSIDERED		4/6/04																							
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(Use several sheets if necessary)Applicant
Robert BUSHEY et alFiling Date
July 31, 2001Group
2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
HA	4 3 1	01/12/82	LAWSER et al			
	4 6 9 4 4 8 3	09/15/87	CHEUNG			
	4 7 6 1 5 4 2	08/02/88	KUBO et al			
	4 9 2 2 5 1 9	05/01/90	DAUDELIN			
	4 9 6 4 0 7 7	10/16/90	EISEN et al			
	5 1 1 5 5 0 1	05/19/92	KERR			
	5 2 0 4 9 6 8	04/20/93	PARTHARATHI			
	5 2 0 6 9 0 3	04/27/93	KOHLER et al			
	5 2 6 3 1 6 7	11/16/93	CONNER JR et al			
	5 2 9 9 2 6 0	03/29/94	SHAIQ			
	5 3 1 1 4 2 2	05/10/94	LOFTIN et al			
	5 3 2 3 4 5 2	06/21/94	DICKMAN et al			
	5 3 2 7 5 2 9	07/05/94	FULTS et al			
	5 3 3 5 2 6 8	08/02/94	KELLY Jr et al			
	5 3 3 5 2 6 9	08/02/94	STEINLICHT			
	5 3 8 8 1 9 8	02/07/95	LAYMAN et al			
	5 4 2 0 9 7 5	05/30/95	BLADES et al			
	5 4 7 9 4 8 8	12/26/95	LENNIG et al			
	5 4 9 5 5 6 7	02/27/96	IIZAWA et al			
	5 5 0 0 7 9 5	03/19/96	POWERS et al			
	5 5 1 9 7 7 2	05/21/96	AKMAN et al			
	5 5 3 0 7 4 4	06/25/96	CHARALAMBOUS et al			

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

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USA	5 5 3 3 1	02/96	IRWIN et al			
	5 5 3 5 3 2 1	07/09/96	MASSARO et al			
	5 5 3 7 4 7 0	07/16/96	LEE			
	5 5 3 3 1 1 9	09/03/96	MCCALLISTER et al			
	5 5 6 1 7 1 1	10/01/96	MULLER			
	5 5 6 6 2 9 1	10/15/96	BOULTON et al			
	5 5 8 6 0 6 0	12/17/96	KUNO et al			
	5 5 8 6 1 7 1	12/17/96	MCALLISTER et al			
	5 5 8 6 2 1 9	12/17/96	YUFIK			
	5 5 9 4 7 9 1	01/14/97	SZLAM et al			
	5 6 0 0 7 8 1	02/04/97	ROOT et al			
	5 6 1 5 3 2 3	03/25/97	ENGEL et al			
	5 6 5 7 3 8 3	08/12/97	GERBER et al			
	5 6 5 9 7 2 4	08/19/97	BORGIDA et al			
	5 6 6 8 8 5 6	09/16/97	NISHIMATSU et al			
	5 6 7 5 7 0 7	10/07/97	GORIN et al			
	5 6 8 4 8 7 0	11/04/97	MALONEY et al			
	5 6 8 4 8 7 2	11/04/97	FLOCKHART et al			
	5 7 0 6 3 3 4	01/06/98	BALK et al			
	5 7 1 0 8 8 4	01/20/98	DEDRICK			
	5 7 2 7 9 5 0	03/17/98	COOK et al			
	5 7 3 4 7 0 9	03/31/98	DEWITT et al			
	5 7 4 0 5 4 9	04/14/98	REILLY et al			
	5 7 5 7 6 4 4	05/26/98	JORGENSEN et al			
	5 7 5 8 2 5 7	05/26/98	HERZ et al			
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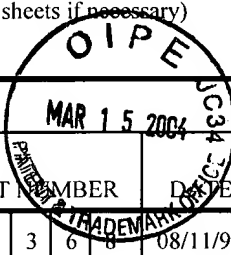
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HA	5 7 9 3 3 6 8	08/11/98	BEER			
	5 8 0 2 5 2 6	09/01/98	FAWCETT et al			
	5 8 0 6 0 6 0	09/08/98	BORGIDA et al			
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	5 8 0 9 2 8 2	09/15/98	COOPER et al			
	5 8 1 2 9 7 5	09/22/98	KOMORI et al			
	5 8 1 9 2 2 1	10/06/98	KONDO et al			
	5 8 2 1 9 3 6	10/13/98	SHAFFER et al			
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	5 8 4 8 3 9 6	12/08/98	GERACE			
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	5 8 6 4 8 4 4	01/26/99	JAMES et al			
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	5 8 8 4 0 2 9	03/16/99	BRUSH II et al			
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	5 9 5 3 4 0 6	09/14/99	LARUE et al			
	5 9 9 1 7 3 5	11/23/99	GERACE			
	5 9 9 9 6 1 1	12/07/99	TACHELL et al			
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	6 0 3 5 3 3 6	03/07/00	LU et al			

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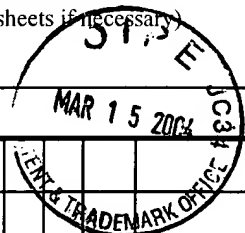


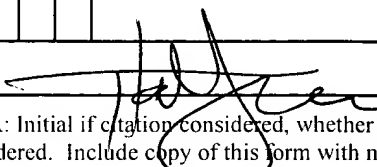
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1/A	6 0 4	03/28/00	CROCKETT et al				
	6 0 5 8 1 6 3	05/02/00	PATTI SON et al				
	6 0 6 7 5 3 8	05/23/00	ZORBA et al				
	6 0 8 8 4 2 9	07/11/00	GERCIA				
	6 0 9 9 3 2 0	08/08/00	PAPADOPOULOS				
	6 1 0 4 7 9 0	08/15/00	NARAYANASWAMI				
	6 1 2 8 3 8 0	10/03/00	SHAFFER et al				
	6 2 0 1 9 4 8	03/13/01	COOK et al				
	6 1 3 4 3 1 5	10/17/00	GALVIN				
	6 1 3 4 5 3 0	10/17/00	BUNTING et al				
	6 1 6 3 6 0 7	12/19/00	BOGART et al				
	6 1 4 8 0 6 3	11/14/00	BRENNAN et al				
	6 1 5 7 8 0 8	12/05/00	HOLLINGSWORTH				
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	6 1 7 3 0 5 3	01/09/01	BOGART et al				
	6 2 1 2 5 0 2	04/03/01	BALL et al				
	6 2 3 6 9 5 5	05/22/01	SUMMERS				
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	6 2 6 9 1 5 3	07/31/01	CARPENTER et al				
6 2 8 2 4 0 4	08/28/01	LINTON					
6 2 9 5 5 5 1	09/25/01	ROBERTS et al					
6 3 3 0 3 2 6	12/11/01	WHITT					
6 3 3 2 1 5 4	12/18/01	BECK					
6 3 4 9 2 9 0	02/19/02	HOROWITZ et al					
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EXAMINER INITIAL	DOCUMENT NUMBER			DATE	NAME	CLASS	SUBCLASS
LA [Handwritten: 2003, 2001, 2003, 2003] [Handwritten: 6]				03/05/02	BAILEY III		
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	6 3 8 9 4 0 0			05/14/02	DORAK Jr et al		
	6 3 8 9 5 3 8			05/14/02	GRUSE et al		
	6 4 0 5 1 5 9			06/11/02	BUSHEY et al		
	6 4 1 1 6 8 7			06/25/02	BOHACEK et al		
	6 5 6 4 1 9 7			05/13/03	SAHAMI et al		
	2003	/	0 1 4 3 9 8 1	07/31/03	KORTUM et al		
	2001	/	0 0 4 1 5 6 2	11/15/01	ELSEY et al		
	2003	/	0 1 3 3 3 9 4	09/19/02	BUSHEY et al		
2003	/	0 1 5 7 0 6	08/21/03	KONHLER et al			
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
HA [Handwritten: 1, 2, 3, 4, 5, 6, 7, 8, 9]	1- Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, Sep. 2000.						
	2 "Call Center Roundup (Buyers Guide)," Teleconnect, Dec. 1998.						
	3 "Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, Feb. 1997.						
	4 Foster, "Advanced DEFINITY call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994.						
	5 Card, S.K.; Moran, T.P.; and Newell A. (1983). <i>The Psychology of Human-Computer Interaction</i> . Hillsdale, NJ: Lawrence Erlbaum.						
	6 Hart, S.G.; and Staveland, L.E. (1988). <i>Development of the NASA-TLX (Task Load Index): Results of Empirical and Theoretical Research</i> . In P.A. Hancock and N. Meshkati (Eds.), <i>Human Mental Workload</i> . (pp. 139-183).						
	7 John, B.E.; and Kieras, D.E. (1996). Using GOMS for User Interface Design and Evaluation: Which technique? <i>ACM Transactions on Computer-Human Interaction</i> , 3 (4). 287-319						
	8 Shingledecker, C.A. (1980). Operator Strategy: A Neglected Variable in Workload Assessment. <i>The American Psychological Association, Division 21 Symposium on "Mental Workload Measurement: The Theory Application Interface."</i> Montreal, Quebec, Canada: American Psychological Association;						
	9 Wei, Z.G. (1997). <i>Mental Load and Performance at Different Automation Levels</i> . The Netherlands: Delft University. Applicants particularly call the Examiner's attention to pages 28-38 of this document.						
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	1	0	Wierwille, W.W. and Eggemeier, F.T. (1993). Recommendations for Mental Workload Measurement in a Test and Evaluation Environment. <i>Human Factors</i> , 35 (2), 263-281.				
	1	1	ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, < http://www.call-center.net/ivr-series.htm >.				
	1	2	"Customer Management Technology", TeleTech, < http://www.teletech.com/solutions/cmt.htm >, printed on December 18, 2001.				
	1	3	"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, < http://www.prairiesys.com/PSI/p_s_interactive_sol.htm >.				
	1	4	"RVS Voice", iMessaging Systems, Inc., < http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm >.				
	1	5	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, < http://www.innmug.org/information/kirvan.html >, which was published in the December, 2000 issue of <u>InnTouch</u> .				
	1	6	"PADIS - An Automatic Telephone Switchboard and Directory Information System" by A. Kellner et al. published in <u>Speech Communication</u> , October 1997, together with a list of papers and publications by Andreas Kellner that appears to provide publication date information for articles by Andreas Kellner.				
	1	7	"Natural Language Call Routing: A Robust, Self-Organising Approach" by Bob Carpenter & Jennifer Chu-Carroll, Lucent Technologies Bell Laboratories (1998), together with a CiteSeer citation.				
	1	8	"Lucent Technologies announces trial of natural language call routing technology for USAA" - a press release dated December 3, 1997.				
	1	9	INSPEC abstract of "A Spoken Language Ssystem for Aautomated Call Routing" published 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing by G. Riccardi et al., AT&T Bell Labs.				
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